



**PROVIDER REPORT
FOR**

**LIFEWORCS INC
789 Clapboardtree Street
Westwood, MA 02090**

May 15, 2015

Version

Provider Web Report

**Prepared by the Department of Developmental Services
OFFICE OF QUALITY ENHANCEMENT**

SUMMARY OF OVERALL FINDINGS

Provider	LIFEWORKS INC
Review Dates	4/13/2015 - 4/17/2015
Service Enhancement Meeting Date	4/28/2015
Survey Team	Mark Boghoian (TL) Raymond Edi-Osagie Cheryl Hampton Leslie Hayes Lisa MacPhail Danielle Vautour

Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	7 location(s) 7 audit (s)	Full Review	74 / 78 2 Year License 04/28/2015 - 04/28/2017		
Residential Services	5 location(s) 5 audit (s)			Deemed	
Individual Home Supports	2 location(s) 2 audit (s)			Deemed	

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	4 location(s) 15 audit (s)	Full Review	54 / 57 2 Year License 04/28/2015 - 04/28/2017		
Community Based Day Services	1 location(s) 4 audit (s)			Full Review	12 / 12 Certified
Employment Support Services	2 location(s) 6 audit (s)			Deemed	
Center Based Employment	1 location(s) 5 audit (s)			Deemed	

Survey scope and findings for Planning and Quality Management

Service Group Type	Sample Size	Scope	Licensure Level	Certification Scope	Certification Level
Planning and Quality Management	N/A	N/A	N/A	Deemed	0/0 Certified

EXECUTIVE SUMMARY:

Lifeworks is a non-profit multi service agency that provides residential and day/employment supports to people with intellectual disabilities. Residentially, the agency provides twenty-four hour supports to 93 individuals at 18 locations and individual home supports to 40 individuals two of which receive services of more than fifteen hours individuals. The agency also provides day/employment supports to individuals, including 42 in center based work and nearly 200 individuals in community based employment. Also, within the past year, the agency was awarded a contract by DDS to establish its first community based day support (CBDS) programs. There are approximately 170 individuals served at the two CBDS locations. In lieu of participating in the certification component of the current DDS License and Certification process, the agency exercised its option to use its current Three-Year CARF Accreditation to satisfy the certification component of this review. However, because CARF has not yet audited the newly established CBDS program, a license and certification review was conducted for this service type. A DDS Licensing Review was conducted for all other service groupings.

Since the previous survey of 2013, the agency has expanded its services and created positions to augment the quality of supports to individuals served. As previously mentioned, the organization expanded its day supports to include a newly established CBDS program to complement its two existing vocational support services. Similarly, the agency opened two twenty-four hour residences serving the needs of individuals who have complex medical issues. Additionally, the agency created a new position and hired its first Director of Human Resources and promoted a manager from within to head its Information Technology services. Furthermore, two existing directors were promoted to the position of Senior Residential Director.

The agency continues to be successful in realizing its stated mission "To provide education, jobs and homes for persons with developmental disabilities, empowering them to lead more meaningful lives within their communities." It was found that across all settings, staff supported people to access and become part of the community and participate in activities of their choice. There were numerous systems for identification and resolution of areas to promote quality. The agency was able to display that it had effective systems for monitoring human rights through its fully constituted human rights committee that meets approximately every six weeks to review issues under its purview. Similarly, the agency had an effective system for ensuring that staff acquired and maintained required certifications and trainings. The agency was also able to show that it responded to and took required actions relative to the resolution of complaints and investigations. Residentially, the agency continued to use its previously established and effective system for resolving and prioritizing maintenance related issues. The interior of homes operated by the agency were determined to be well maintained, and they blended in with others in their respective neighborhoods. The agency also supported the individuals to understand their basic human rights and the DPPC abuse reporting process. Furthermore, it ensured that guardians received human rights related information on a routine basis. Staff conveyed ways of interacting with people that supported their unique learning styles and were determined to be familiar with the people they served. In general, staff also supported people to manage their money, budget for vacations and purchase items. It was also found that the agency ensured individuals' routine and specialty healthcare evaluations were scheduled and attended, as were follow-up visits when required.

Lifeworks' two employment/CBDS locations were determined to be well maintained and in compliance with all environmental licensing requirements. Staff and individuals at the two locations were active and fluid on a daily basis, with staff supporting most people to be gainfully employed both on and off-site. The agency had established various enclaves for people to work at, and supported some individuals in jobs at various companies in the community. Individuals also had the opportunity to participate in various on-site jobs such as packaging dental kits for dental schools for which individuals were paid piece rate. Individuals working in enclaves and/or community employment receive pay for piece-work where appropriate and minimum wage. Individuals interviewed expressed their satisfaction with the

employment opportunities offered to them as well as with the staff who support them. Staff interviewed demonstrated their understanding of how to best support people at various job sites. It is noted that the newly established CBDS program also received a DDS Certification review and that all applicable indicators received a rating of Met. A noteworthy practice was identified through the evaluation. This process involved conducting monthly interest inventory surveys with individuals that were then used to set up activities to be offered on the monthly schedule in the subsequent month. The agency also maximized people's independence by providing them with opportunities to enhance skills identified to be in need of refinement and supporting people to give back to their community through various volunteer opportunities.

Moving forward, there were areas identified that the agency needs to address. One area is that of medication treatment plans. In some locations, plans need to be more descriptive regarding people's unique behaviors that are being treated with medication. Also, data relative to these behaviors needs to be consistently collected over time for analysis by prescribing practitioners. In the area of ISP goals and objectives, the agency should focus on ensuring that staff are consistently supporting people to work towards meeting their identified ISP objectives by documenting the identified support strategies implemented and reporting on people's progress. Residentially, another area requiring attention is that of money management training plans, although individuals generally had comprehensive money management assessments, some lacked the required training plan component that should be used to support individuals to enhance their understanding of and participation in, the management of their finances. Relative to health related supports/protection training, in the future, the agency needs to ensure that it consistently maintains documentation of staff training specific to the use of authorized protections. Under employment/day services, the agency needs to ensure that emergency fact sheets contain all required information and are updated routinely.

Across all settings, Lifeworks continues to provide quality services to the individuals it serves. The agency received a rating of 95% Met for all applicable residential licensing indicators and therefore received a Two-Year License. Similarly, the agency received a rating of 95% Met for employment/day supports services including the newly created CBDS service and received a Two-Year License. Additionally, the CBDS is Certified with 12/12 indicators Met. The agency will conduct its own follow-up on those indicators that were not met within 60 days of the Service Enhancement Meeting.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Residential and Individual Home Supports	66/70	4/70	
Residential Services Individual Home Supports			
Critical Indicators	8/8	0/8	
Total	74/78	4/78	95%
2 Year License			
# indicators for 60 Day Follow-up		4	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Employment and Day Supports	46/49	3/49	
Community Based Day Services Employment Support Services Center Based Employment			
Critical Indicators	8/8	0/8	
Total	54/57	3/57	95%
2 Year License			
# indicators for 60 Day Follow-up		3	

Residential Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L63	Medication treatment plans are in written format with required components.	For some individuals, the agency did not ensure that medication treatment plans contained descriptive/person specific behaviors for which to monitor and track data. Therefore, information relative to the efficacy of the medication could not be assessed based on data collection and analysis. Similarly, on one occasion, the need for a medication treatment plan was not identified. The agency needs to ensure that when individuals are prescribed behavior modifying medications, for which it establishes a medication treatment plan for each medication that includes; person specific descriptive behaviors for which to monitor and track/collect data.

L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	For half of the individuals audited, the agency did not develop training plans for individuals for which it had a shared or delegated money management responsibility. The agency needs to ensure that all money management plans for which it has a shared/delegated responsibility, contain a training component when the individual has some capacity to participate in the management of their funds.
L84	Staff are trained in the correct utilization of health related protections per regulation.	The agency had not consistently documented that staff were trained in the correct utilization of health related protections. The agency needs to ensure that it documents and trains staff in the correct utilization of health related protections, as required.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	The agency was not consistent in ensuring that services and support strategies agreed upon in the ISP were being implemented. The agency needs to ensure that information relative to individuals' progress toward ISP goals is documented and that support strategies are being implemented.

Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	Emergency Fact Sheets were determined to be missing required information (e.g. relevant medical information and accurate lists of medications). The agency needs to ensure that the document is current and accurate at all times.
L63	Medication treatment plans are in written format with required components.	The agency had not acquired the medication treatment plan for a behavior modifying medication for which it was administering. The agency needs to ensure that it requests and acquires copies of medication treatment plans when it is administering a behavior modifying medication.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	The agency had not documented that services and support strategies agreed upon in the ISP were being implemented. The agency needs to ensure that documentation relative to individuals' progress toward ISP goals is documented and that support strategies are being implemented.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated
Residential and Individual Home Supports		

	Met / Rated	Not Met / Rated
Employment and Day Supports		
Community Based Day Services	12/12	0/12

MASTER SCORE SHEET LICENSURE

Organizational: LIFEWORKS INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓟ L2	Abuse/neglect reporting	4/4	Met
L3	Immediate Action	4/4	Met
L4	Action taken	2/2	Met
L48	HRC	1/1	Met
L74	Screen employees	6/6	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	20/20	Met
L83	HR training	20/20	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	5/5	2/2					7/7	Met
L5	Safety Plan	L	5/5						5/5	Met
Ⓟ L6	Evacuation	L	5/5	2/2					7/7	Met
L7	Fire Drills	L	4/5						4/5	Met (80.0 %)
L8	Emergency Fact Sheets	I	4/5	2/2					6/7	Met (85.71 %)
L9	Safe use of equipment	L	5/5	2/2					7/7	Met
Ⓟ L11	Required inspections	L	5/5	1/1					6/6	Met
Ⓟ L12	Smoke detectors	L	5/5	2/2					7/7	Met
Ⓟ L13	Clean location	L	5/5	1/1					6/6	Met
L14	Site in good repair	L	5/5	1/1					6/6	Met
L15	Hot water	L	4/5	1/1					5/6	Met (83.33 %)
L16	Accessibility	L	4/4	1/1					5/5	Met
L17	Egress at grade	L	5/5	1/1					6/6	Met
L18	Above grade egress	L	3/3	1/1					4/4	Met
L19	Bedroom location	L	3/3						3/3	Met
L20	Exit doors	L	5/5	1/1					6/6	Met
L21	Safe electrical equipment	L	5/5	1/1					6/6	Met
L22	Clean appliances	L	5/5	1/1					6/6	Met
L23	Egress door locks	L	5/5						5/5	Met
L24	Locked door access	L	4/4						4/4	Met
L25	Dangerous substances	L	5/5	1/1					6/6	Met
L26	Walkway safety	L	4/5	1/1					5/6	Met (83.33 %)

L27	Pools, hot tubs, etc.	L	1/1						1/1	Met
L28	Flammables	L	4/4	1/1					5/5	Met
L29	Rubbish/combustibles	L	4/5	1/1					5/6	Met (83.33 %)
L30	Protective railings	L	4/5	2/2					6/7	Met (85.71 %)
L31	Communication method	I	5/5	2/2					7/7	Met
L32	Verbal & written	I	5/5	2/2					7/7	Met
L33	Physical exam	I	5/5	2/2					7/7	Met
L34	Dental exam	I	5/5	2/2					7/7	Met
L35	Preventive screenings	I	5/5	2/2					7/7	Met
L36	Recommended tests	I	5/5	2/2					7/7	Met
L37	Prompt treatment	I	5/5	2/2					7/7	Met
Ⓟ L38	Physician's orders	I	3/3						3/3	Met
L39	Dietary requirements	I	3/3						3/3	Met
L40	Nutritional food	L	5/5	2/2					7/7	Met
L41	Healthy diet	L	5/5	2/2					7/7	Met
L42	Physical activity	L	5/5	2/2					7/7	Met
L43	Health Care Record	I	5/5	1/2					6/7	Met (85.71 %)
L44	MAP registration	L	5/5	1/1					6/6	Met
L45	Medication storage	L	5/5	1/1					6/6	Met
Ⓟ L46	Med. Administration	I	5/5						5/5	Met
L47	Self medication	I	4/4	2/2					6/6	Met
L49	Informed of human rights	I	5/5	2/2					7/7	Met
L50	Respectful Comm.	L	5/5	2/2					7/7	Met
L51	Possessions	I	5/5	2/2					7/7	Met
L52	Phone calls	I	4/4	2/2					6/6	Met
L53	Visitation	I	5/5	2/2					7/7	Met
L54	Privacy	L	5/5	2/2					7/7	Met
L56	Restrictive practices	I	2/2						2/2	Met

L61	Health protection in ISP	I	2/2						2/2	Met
L62	Health protection review	I	3/3						3/3	Met
L63	Med. treatment plan form	I	3/5						3/5	Not Met (60.0 %)
L64	Med. treatment plan rev.	I	4/4						4/4	Met
L65	Restraint report submit	L	1/1						1/1	Met
L67	Money mgmt. plan	I	3/5	0/1					3/6	Not Met (50.0 %)
L68	Funds expenditure	I	5/5	1/1					6/6	Met
L69	Expenditure tracking	I	4/5	1/1					5/6	Met (83.33 %)
L70	Charges for care calc.	I	5/5						5/5	Met
L71	Charges for care appeal	I	5/5						5/5	Met
L77	Unique needs training	I	4/4	2/2					6/6	Met
L78	Restrictive Int. Training	L	1/1						1/1	Met
L80	Symptoms of illness	L	5/5	2/2					7/7	Met
L81	Medical emergency	L	5/5	2/2					7/7	Met
Ⓟ L82	Medication admin.	L	5/5	1/1					6/6	Met
L84	Health protect. Training	I	1/3						1/3	Not Met (33.33 %)
L85	Supervision	L	4/5	2/2					6/7	Met (85.71 %)
L86	Required assessments	I	3/4	1/1					4/5	Met (80.0 %)
L87	Support strategies	I	3/4						3/4	Met
L88	Strategies implemented	I	3/5	2/2					5/7	Not Met (71.43 %)

#Std. Met/# 70 Indicator									66/70	
Total Score									74/78	
									94.87%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	6/6	3/3	4/4	13/13	Met
L5	Safety Plan	L	1/1		1/1	2/2	Met
Ⓟ L6	Evacuation	L	1/1		1/1	2/2	Met
L7	Fire Drills	L	1/1		1/1	2/2	Met
L8	Emergency Fact Sheets	I	5/6	1/3	1/4	7/13	Not Met (53.85 %)
L9	Safe use of equipment	L	2/2	1/1	1/1	4/4	Met
Ⓟ L11	Required inspections	L	1/1		1/1	2/2	Met
Ⓟ L12	Smoke detectors	L	1/1		1/1	2/2	Met
Ⓟ L13	Clean location	L	1/1		1/1	2/2	Met
L14	Site in good repair	L	1/1			1/1	Met
L15	Hot water	L	1/1		1/1	2/2	Met
L16	Accessibility	L	1/1		1/1	2/2	Met
L17	Egress at grade	L	1/1		1/1	2/2	Met
L20	Exit doors	L	1/1		1/1	2/2	Met
L21	Safe electrical equipment	L	1/1		1/1	2/2	Met
L22	Clean appliances	L	1/1		1/1	2/2	Met
L25	Dangerous substances	L	1/1		1/1	2/2	Met
L26	Walkway safety	L	1/1		1/1	2/2	Met
L28	Flammables	L	1/1		1/1	2/2	Met
L29	Rubbish/combustibles	L	1/1		1/1	2/2	Met

L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	6/6	3/3	4/4	13/13	Met
L32	Verbal & written	I	6/6	3/3	4/4	13/13	Met
L37	Prompt treatment	I	2/2		2/2	4/4	Met
Ⓟ L38	Physician's orders	I	2/2		3/3	5/5	Met
L44	MAP registration	L	1/1	1/1	1/1	3/3	Met
L45	Medication storage	L	1/1	1/1	1/1	3/3	Met
Ⓟ L46	Med. Administration	I			3/3	3/3	Met
L49	Informed of human rights	I	6/6	3/3	4/4	13/13	Met
L50	Respectful Comm.	L	1/1	1/1	1/1	3/3	Met
L51	Possessions	I	6/6	3/3	4/4	13/13	Met
L52	Phone calls	I	6/6	2/2	4/4	12/12	Met
L54	Privacy	L	1/1	1/1	1/1	3/3	Met
L55	Informed consent	I	1/1			1/1	Met
L61	Health protection in ISP	I		1/1	1/1	2/2	Met
L62	Health protection review	I		1/1	1/1	2/2	Met
L63	Med. treatment plan form	I			0/1	0/1	Not Met (0 %)
L64	Med. treatment plan rev.	I			1/1	1/1	Met
L72	DOL requirements	I	4/4	3/3	1/1	8/8	Met
L73	DOL certificate	L	1/1	1/1	1/1	3/3	Met
L77	Unique needs training	I	5/5	1/1	3/4	9/10	Met (90.0 %)
L80	Symptoms of illness	L	2/2	1/1	1/1	4/4	Met
L81	Medical emergency	L	2/2	1/1	1/1	4/4	Met
Ⓟ L82	Medication admin.	L	1/1		1/1	2/2	Met
L84	Health protect. Training	I		1/1	1/1	2/2	Met
L85	Supervision	L	2/2	1/1	1/1	4/4	Met
L86	Required assessments	I	3/4	3/3	4/4	10/11	Met (90.91 %)
L87	Support strategies	I	3/4	3/3	4/4	10/11	Met (90.91 %)

L88	Strategies implemented	I	3/4	1/3	3/4	7/11	Not Met (63.64 %)
#Std. Met/# 49 Indicator						46/49	
Total Score						54/57	
						94.74%	

MASTER SCORE SHEET CERTIFICATION

Community Based Day Services Reviewed By -DDS

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff performance	4/4	Met
C8	Family/guardian communication	4/4	Met
C13	Skills to maximize independence	4/4	Met
C37	Interpersonal skills for work	4/4	Met
C38	Habilitative & behavioral goals	3/3	Met
C39	Support needs for employment	3/3	Met
C40	Community involvement interest	4/4	Met
C41	Activities participation	4/4	Met
C42	Connection to others	4/4	Met
C43	Maintain & enhance relationship	4/4	Met
C44	Job exploration	4/4	Met
C45	Revisit decisions	4/4	Met